

CHORE
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Chore services provide assistance to persons having difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work or sidewalk maintenance.¹

Eligible Population

Chore services are targeted to persons 60 years of age or older who are frail, have disabilities, or who are at risk of institutional placement. Priority shall be given to persons in the greatest economic or social need and/or residing in rural or isolated areas, with particular attention to low-income minority individuals.²

Service Delivery Elements

The Area Agency on Aging or service provider must perform all of the following components of chore services:

Service-Specific Assessment:

A service-specific assessment using the Part “A” Uniform Assessment Instrument shall be performed on each potential client which determines:

- Whether the person meets the criteria specified in eligible population
- What the person’s service-specific needs are
- What level of priority for service delivery the person meets
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Care Plan:

A written individualized care plan shall be developed which identifies the service components to be provided to the client in response to established need. The plan is to be developed prior to service commencement by the service provider with involvement from the client or authorized representative or family member to the greatest extent possible. When “client” is used throughout the standards, it can also mean authorized representative or family member, as deemed appropriate by the agency and/or client. The client will be afforded the opportunity by the service provider to participate in the implementation and evaluation of the plan. The plan may be modified to reflect any change in the client’s needs. Each plan shall include:

- identified service needs
- services to be delivered by the service provider and/or by other sources
- goal(s) and objective(s) of service(s) to be provided service units to be provided

¹ National Aging Program Information System Reporting Requirements – State Program Report Definitions

² Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

Service Agreement:

A service agreement shall be completed between the client and the service provider. The agreement will explain the service arrangement to the client. The client will receive a copy of the agreement.

The agreement shall include:

- services to be provided
- scheduled hours/days of service
- information regarding voluntary contributions/payment for service
- emergency contacts
- severe weather policy

Service Activities:

Service activities provided by the provider agency may include:

- window – washing
- floor cleaning (scrubbing & polishing)
- yard maintenance
- painting – limited
- chopping and stacking wood
- carrying coal, wood and water
- removal of ice and snow
- minor repair work performed in the home on furniture and appliances
- minor repair work performed on the home (e.g. light carpentry work, – hinge repair, door knob repair, replace broken glass, etc.)
- heavy cleaning

Service Record:

Shall be recorded when the service is provided and signed by the client.

Service Reassessment:

A review of the client's need for services, the amount of services provided and the appropriateness of the care plan shall be performed when the client's condition/situation changes, but at least annually.

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Service Termination Policy:

Chore services can be terminated at the discretion of the service provider. Written notification of the termination of chore services shall be mailed to the client 10 business days in advance of the date the action is to become effective. The service termination policy shall have provisions for:

- A service summary
- Appropriate referrals to other community service agencies

- Follow-up services, as appropriate.

Administrative Elements

The Area Agency on Aging or service provider must perform all of the following components of chore services:

Staff Qualifications:

- **Knowledge:** staff shall have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact disability and illness have on aging; a general knowledge of minor home repair tasks; knowledge of major household cleaning tasks; an awareness of tools and equipment used in minor home repairs and heavy duty cleaning; and an awareness of community resources and consumer rights.
- **Skills:** staff should have skills in establishing and sustaining interpersonal relationships; problem solving; performing minor home repairs and heavy duty household cleaning; using tools and operating equipment used in minor home repair and heavy duty household cleaning.
- **Ability:** staff should have ability to communicate with persons of different socioeconomic background; work independently and in groups; perform service activities as demonstrated thru references from prior similar work experience; and/or written comments by supervisory staff which attests to staff's demonstrated abilities.

Job Description:

For each paid and volunteer position an Area Agency on Aging or provider agency shall maintain:

- A current and complete job description which shall cover the scope of each position-holder's duties and responsibilities and which shall be updated as often as required, and
- A current description of the minimum entry-level standards of performance for each job.

Units of Service:

Units of service must be reported in AIM for each client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Hours (All hours spent assessing the need for; and, arranging and delivering chore services)
- Persons Served (Unduplicated)

Program Reports

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.³

There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁴

And/Or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁵

Quality Assurance

Criminal Background Checks:

- VDA strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service where they go to or into a client's home.

Staff Training:

- **(Initial)** in-depth orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service;
- **(Ongoing)** a minimum of ten (10) hours per year of in-service training, the content of which to be based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service.

Program Evaluation:

The area agency on aging should conduct regular and systematic analysis of the persons served and the impact of the service. Service providers shall be monitored annually.

Client Records:

Service providers are to maintain specific program records that include:

- Part "A" Uniform Assessment Instrument

³ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

⁴ Older Americans Act of 1965, as amended, Section 315(a)

⁵ Older Americans Act of 1965, as amended, Section 315(b)

- Federal Poverty Documentation and Fee for Service calculations must be part of the client record. Federal Poverty/VDA Sliding Fee Scale Form may be used.
- Care Plan
- Service Agreement
- Service Documentation
- Service Reassessment
- Service Termination Policy
- Appeal Process
- Consent to Release Information Form